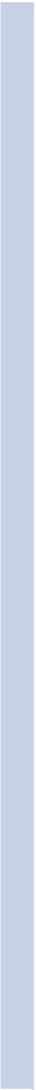




South Area Council

Community Outreach Project

Project Report During Current
COVID Pandemic
December 2020



Project Overview (1)

- Prior to the introduction of the Government's lockdown restrictions at the end of March 2020, project was delivered as face to face advice as below
- This project is delivered solely by Citizens Advice (Project 1 was delivered as joint working with BMBC Welfare Rights)
- The service delivers Generalist and Specialist Benefit advice to residents and workers of Rockingham, Hoyland, Darfield and Wombwell Wards



Project Overview Pre Lockdown (2)

- Drop-in services take place four times a week in community venues
- The service is delivered from Hoyland and Wombwell Libraries, as well as Darfield Family Centre
- In addition a twice monthly appointment service is offered for clients that require more in-depth support and assistance with form filling

Project Overview During Lockdown (3)

- Currently, all services are provided via telephone contact and digital means
- All initial contact is through Citizens Advice Barnsley's Adviceline Tel 0800 144 8848 or our website for emails
- Those clients who require ongoing casework, both general and welfare rights, have pre-booked telephone appointments

Project Overview During Lockdown (4)

- We are currently finalising the process and procedure for delivering advice via video
- Service delivery methods are under constant review in line with legislation and Government and Local Authority guidance
- It is proposed that as soon as we are able, taking into account the above, we will recommence face to face advice alongside all our current delivery methods

Lockdown Client Numbers

- Since the 1st April 2020, the project has assisted **252** unique clients and made a total of **777** client contacts
- The service has supported **251** clients that are classed as vulnerable



Comparison Client Numbers 2019

- From the 1st April to 30th November 2019, the project assisted **817** unique clients and made a total of **1029** client contacts
- The service supported **534** clients that are classed as vulnerable



Current Lockdown: Financial Outcomes

- From 1st April to 30th November 2020 the project has helped clients claim **£769,958** of additional welfare benefits
- From 1st April to 30th November 2020 the project has helped clients manage **£116,845** of debt



Comparison 2019 : Financial Outcomes

- From 1st April to 30th November 2019 the project helped clients claim **£2,191,207** of additional welfare benefits
- Year to date the project helped clients manage **£364,459** of debt



Lockdown: Enquiry Issues

- Many of our clients gain assistance with more than one issue... So far from 1st April to 30th November 2020, our advisers have supported clients with:

1,219 individual issues – including **443** relating to benefits, **268** universal credit, **151** employment and **61** debt

Comparison 2019: Enquiry Issues

- Many of our clients attended outreach and gained assistance with more than one issue... from 1st April to 30th November 2019, the advisers supported clients with:

2,398 individual issues – including **1,146** relating to benefits, **515** universal credit, **257** debt and **64** employment

Thank you